

LISTING OF CLAIMS

1. **(Currently Amended)** A method for communicating comprising:
obtaining an event communicated via an incoming communication channel of a plurality of
communication channels, wherein
each communication channel of the communication channels has a media type,
at least two communication channels of the communication channels have different
media types, and
the event corresponds to a work item available via the incoming communication channel;
providing a notification of the work item via a user interface;
receiving an activation of a work item object of the user interface, the work item object being
associated with the work item; ~~and~~
~~issuing~~ identifying a channel driver comprising a command associated with the activation of
the work item object; and
causing the channel driver to issue the command to an outgoing communication channel of
the communication channels.

2. **(Original)** The method of claim 1 wherein
the incoming communication channel and the outgoing communication channel are the same.

3. **(Original)** The method of claim 1 further comprising:
performing the command, wherein the command is performed by the outgoing communication
channel.

4. **(Original)** The method of claim 1 wherein
the providing the notification includes providing the notification in real time with the obtaining
the event.

5. **(Previously Presented)** The method of claim 1 wherein
the providing the notification includes invoking a notification module of the user interface.

6. **(Original)** The method of claim 1 wherein
the activation of the work item object is associated with an accept work item command.

7. (Original) The method of claim 1 wherein the activation of the work item object is associated with a release work item command.

8. (Currently Amended) The method of claim 1 ~~wherein further comprising:~~
~~each communication channel of the communication channels is associated with a channel~~
~~driver of a plurality of channel drivers, wherein each channel driver of the channel~~
~~drivers is operable to issue an associated command to an associated communication~~
~~channel; and~~
~~the issuing the command comprises:~~
~~determining a command channel driver with the associated command~~
~~corresponding to the command; and~~
~~sending the command to the command channel driver, wherein the command channel~~
~~driver is operable to issue the command to the associated communication~~
~~channel, the associated communication channel corresponding to the~~
~~outgoing communication channel.~~

9. (Currently Amended) The method of claim 8 wherein the sending the command to the ~~command~~ channel driver comprises obtaining the command from the user interface by a communication server, wherein the communication server sends the command to the ~~command~~ channel driver.

10. (Currently Amended) The method of claim 1 wherein ~~each communication channel of the plurality of communication channels is associated with~~
~~an associated channel driver; and~~
the ~~issuing~~ sending the command comprises sending the command to the ~~associated~~ channel driver for the incoming communication channel, ~~wherein the associated channel driver~~
~~performs the issuing of the command to the incoming communication channel, if the~~
incoming communication channel and the outgoing communication channel ~~being~~ are
the same.

11-12. Cancelled

13. **(Currently Amended)** A method for communicating comprising:
obtaining an event communicated via an incoming communication channel of a plurality of
communication channels, wherein
each communication channel of the communication channels has a media type, and
at least two of the communication channels have different media types;
providing a notification of the event via the user interface;
receiving an activation of a command object of the user interface, the command object being
associated with a command related to the event;
identifying a channel driver comprising the command; and
issuing causing the channel driver to issue the command to an outgoing communication
channel of the communication channels.

14-16. Cancelled

17. **(Currently Amended)** A user interface for communicating comprising:
an obtaining module to obtain an event communicated via an incoming communication channel
of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
at least two of the communication channels have different media types, and
the event corresponds to a work item;
a notification module to provide a notification of the work item;
a work item object; and
a receiving module to receive an activation of the work item object, wherein
the activation of the work item object is associated with a command,
the activation of the work item object causes a channel driver comprising the
command to be identified; and
the channel driver issues the command ~~that is issued~~ to an outgoing communication
channel of the plurality of communication channels.

18. **(Previously Presented)** The user interface of claim 17, wherein
the incoming communication channel and the outgoing communication channel are the same.

19. **(Currently Amended)** A user interface for communicating comprising:
a notification object to provide a notification of an event communicated via an incoming
communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type, and
at least two of the communication channels have different media types;
and
a command object, wherein activation of the command object is associated with a command,
and the activation of the command object causes a channel driver comprising the
command to be identified, and the channel driver issues ~~[[a]]~~ the command to an
outgoing communication channel of the communication channels.

20. **(Original)** The user interface of claim 19 wherein
the incoming communication channel and the outgoing communication channel are the same.

21. **(Currently Amended)** A computer system comprising:
a processor;
a display, coupled to said processor;
computer readable medium coupled to said processor; and
computer code, encoded in said computer readable medium,
configured to cause said processor to communicate using at least one communication
channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
and
at least two of the communication channels have different media types,
by virtue of being configured to cause said processor to:
obtain an event communicated via an incoming communication channel of the
communication channels, wherein
the event corresponds to a work item available via the incoming
communication channel;
provide a notification of the work item via a user interface presented on the
display;

receive an activation of a work item object of the user interface, the work item object being associated with the work item, wherein
the activation of the work item object causes a channel driver
comprising a command associated with the activation of the
work item object to be identified,[[;]] and
the channel driver issue a issues the command associated with the
activation of the work item object to an outgoing communication
channel of the communication channels.

22. (Currently Amended) A computer-readable medium ~~database~~ comprising:
a database comprising:

a communication channel table comprising information regarding a communication
channel;

a user interface table comprising information regarding a user interface used to
communicate via the communication channel;

a channel driver table comprising information regarding a channel driver that controls the
operation of the communication channel and is operable to provide an event from
the communication channel and to issue a command to the communication
channel;

an event table comprising information regarding the event; and

a command table comprising information regarding the command, ~~wherein~~

~~the communication channel table, the channel driver table, the event table, and the~~
~~command table are stored in a computer readable medium;~~

and

instructions to access the communication channel table, the user interface object table, the
channel driver table, the event table, and the command table to communicate via
the communication channel.

23. (Currently Amended) The computer-readable medium ~~database~~ of claim 22,
wherein

the communication channel table provides access to:

a channel ID of the communication channel;

a media type of the communication channel; and

a configuration ID of a configuration to which the communication channel belongs.

24. **(Currently Amended)** The computer-readable medium database of claim 22, wherein

the event table provides access to

an event ID of the event;

an event name of the event; and

a channel driver ID of the channel driver.

25. **(Currently Amended)** The computer-readable medium database of claim 22, wherein

the command table provides access to:

a command ID of the command;

a command name of the command; and

a channel driver ID of the channel driver.

26. **(Currently Amended)** The computer-readable medium database of claim 22, wherein said channel driver table comprises:

a channel driver ID of the channel driver;

a media type of the communication channel;

a file name of the channel driver; and

a media string that allows a media service associated with the channel driver to be invoked.

27. **(Previously Presented)** The method of claim 1 wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item.

28. **(Previously Presented)** The method of claim 1 wherein the activation of the work item object is associated with selecting from a list of a plurality of

work items.

29. **(Previously Presented)** The method of claim 1 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

30. **(Previously Presented)** The method of claim 1 wherein the activation of the work item object is associated with an initiate work item command.

31. **(Previously Presented)** The method of claim 1 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

32. **(Previously Presented)** The method of claim 1 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

33. **(Currently Amended)** The method of claim 1 ~~wherein~~ **further comprising:**
~~the issuing the command comprises~~ determining the command to be issued from a context of the work item object when the work item object is activated.

34. **(Currently Amended)** The user interface of claim 17, further comprising:
~~an issuing a causing~~ module to ~~issue~~ cause the command to be issued to the outgoing communication channel.

35. **(Previously Presented)** The user interface of claim 17, further comprising:
an assignment module to determine an assignment of an agent to the work item.

36. (Currently Amended) The computer-readable medium database of claim 22, wherein the channel driver table comprises information regarding a plurality of channel drivers.

37. (Currently Amended) The computer-readable medium database of claim 22, wherein the communication channel table comprises information regarding a plurality of communication channels.

38. (Currently Amended) The computer-readable medium database of claim 22, further comprising:
a user interface object table comprising information regarding a user interface object of a user interface that is operable to communicate with the channel driver.

39. (Currently Amended) A user interface for communicating comprising:
a user interface object;
~~an issuing a receiving~~ module to ~~issue a command to an outgoing communication channel of a plurality of communication channels in response to~~ receive an activation of the user interface object, wherein
each communication channel of ~~the~~ a plurality of communication channels has a media type, ~~and~~
at least two communication channels of the communication channels have different media types,
the activation of the user interface object is associated with a command,
the activation of the user interface object causes a channel driver associated with the command to be identified.

40. (Previously Presented) The user interface of claim 39 further comprising:
an event handling module to handle an event from an incoming communication channel of the communication channels.

41. **(Previously Presented)** The user interface of claim 40 further comprising:
a notifying module to provide a notification of the event.

42. **(Previously Presented)** The user interface of claim 40 further comprising:
a responding module to perform an event response to the event.

43. **(Previously Presented)** The user interface of claim 39 further comprising:
a status object;
a status updating module to update a status of an agent using the user interface to one of ready
and not ready when the status object is activated.

44. **(Previously Presented)** The user interface of claim 39 further comprising:
a status changing module to change a status of an agent using the user interface to one of ready
and not ready.

45. **(Previously Presented)** The user interface of claim 39 further comprising:
an assigning module to assign an agent to receive a notification of an event; and
a notifying module to provide the notification to the agent.

46. **(Currently Amended)** A computer-readable medium database comprising:
a database comprising:
a user interface object table comprising information regarding a user interface object of a
user interface to communicate with a communication channel, ~~wherein ;~~
and
instructions to access the user interface object table when the user interface is to display
information related to a communication via the communication channel ~~the user~~
~~interface object table is stored in a computer-readable medium.~~

47. **(Currently Amended)** The computer-readable medium database of claim 46
wherein the database further comprising comprises:
a communication channel table comprising information regarding the communication channel.

48. (Currently Amended) The computer-readable medium database of claim 47, wherein the communication channel table comprises information about a plurality of communication channels.

49. (Currently Amended) The computer-readable medium database of claim 48 wherein the database further comprises comprising:
a channel driver table comprising information about a plurality of channel drivers, wherein each channel driver of the channel drivers controls the operation of one communication channel of the communication channels.

50. (Currently Amended) The computer-readable medium database of claim 46 wherein the database further comprises comprising:
a channel driver table comprising information about a channel driver that controls the operation of the communication channel.

51. (Currently Amended) The computer-readable medium database of claim 46 wherein the database further comprises comprising:
a command table comprising information regarding a command sent to the communication channel.

52. (Currently Amended) The computer-readable medium database of claim 46 wherein the database further comprises comprising:
an event table comprising information regarding an event originating in response to a communication received from the communication channel.

53. (Currently Amended) The computer-readable medium database of claim 52 wherein the database further comprises comprising:
an event response table comprising information regarding an event response to be performed in response to the event.

54. (Currently Amended) A computer-readable medium database comprising:
a database comprising:

an object table, wherein the object table comprises information regarding a user interface
object of a user interface used to communicate via a communication channel;

and

a communication channel table, wherein the communication channel table comprises
information regarding [[a]] the communication channel associated with the user
interface object [[, wherein]];

and

instructions to access the object table and the communication channel table to
communicate via the communication channel

~~the object table and the communication channel table are stored in a computer-
readable medium.~~

55. (Currently Amended) The computer-readable medium database of claim 54
wherein
the object table further comprises information regarding an action to be performed when the user
interface object is activated.

56. (Currently Amended) The computer-readable medium database of claim 55
wherein
the action comprises issuing a command to the communication channel.

57. (Currently Amended) The computer-readable medium database of claim 55
wherein
the action comprises setting an agent status to one of ready and not ready.

58. (Currently Amended) The computer-readable medium database of claim 54
wherein
the object table further comprises a notification object.

59. (Currently Amended) An apparatus to communicate comprising:

a user interface comprising at least one user interface object operable to be activated, wherein
~~the~~ activation of one of the at least one user interface object is associated with issuing a
 command to one communication channel of a plurality of communication
 channels,
 each communication channel of the communication channels has a media type, ~~and~~
 at least two communication channels of the communication channels have different
 media types, and
the activation causes a channel driver comprising the command to be identified.

60. (Currently Amended) The apparatus of claim 59 wherein further comprising:
 the user interface is ~~a communication server~~ operable to communicate with a communication
server the user interface, wherein and
 the communication server causes the command to be issued to the one communication channel.

61. (Currently Amended) The apparatus of claim 60 wherein
 the communication server further receives an indication of activation of the user interface
 object.

62. (Currently Amended) The apparatus of claim 59 wherein further comprising:
~~a the~~ channel driver is communicatively coupled to the one communication channel to issue the
 command.

63. (Currently Amended) The apparatus of claim 59 wherein further comprising:
the channel driver is one of a plurality of channel drivers, wherein each channel driver of the
 channel drivers is associated with an associated communication channel of the plurality
 of communication channels.

64. (Previously Presented) The apparatus of claim 59 further comprising:
 a database comprising:
 a command table comprising information regarding the command; and
 a user interface object table comprising information regarding the user interface object
 and the command to be issued upon activation of the user interface object.

65. **(Previously Presented)** The apparatus of claim 64 wherein the database further comprises:

a configuration table comprising information regarding a configuration for a user of the user interface, wherein the configuration determines whether the command is available to the user.

66. **(Currently Amended)** The apparatus of claim 64 wherein ~~further comprising:~~ **a channel driver to access the command table and the user interface object table are accessed to cause the channel driver** to issue the command.

67. **(Currently Amended)** An apparatus for communicating comprising:
obtaining means for obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
at least two communication channels of the communication channels have different media types, and
the event corresponds to a work item available via the incoming communication channel;
notifying means for providing a notification of the work item via a user interface;
receiving means for receiving an activation of a work item object of the user interface, the work item object being associated with the work item[[]], **wherein the activation of the work item object causes a channel driver comprising a command associated with the activation of the work item object to be identified, and**
~~issuing means for issuing~~ **the channel driver issues the** [[a]] command associated with the activation of the work item object to an outgoing communication channel of the communication channels.

68. **(Previously Presented)** The apparatus of claim 67 wherein the incoming communication channel and the outgoing communication channel are the same.

69. **(Currently Amended)** The apparatus of claim 67 ~~further comprising:~~ **performing means for performing the command,** wherein the command is performed by the

outgoing communication channel.

70. **(Previously Presented)** The apparatus of claim 67 wherein the notifying means comprise real-time notifying means for providing the notification in real time with the obtaining the event.

71. **(Previously Presented)** The apparatus of claim 67 wherein the notifying means comprises invoking means for invoking a notification module of the user interface.

72. **(Previously Presented)** The apparatus of claim 67 wherein the activation of the work item object is associated with an accept work item command.

73. **(Previously Presented)** The apparatus of claim 67 wherein the activation of the work item object is associated with a release work item command.

74. **(Currently Amended)** The apparatus of claim 67 further comprising: wherein
~~each communication channel of the communication channels is associated with a channel driver of a plurality of channel drivers, wherein each channel driver of the channel drivers is operable to issue an associated command to an associated communication channel; and~~
 the issuing means comprise:

~~driver determining means for determining a command channel driver with the associated command corresponding to the command; and~~
 sending means for sending the command to the **command** channel driver, ~~wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.~~

75. **(Currently Amended)** The apparatus of claim 74 wherein the sending means comprise command obtaining means for obtaining the command from the user interface by a communication server, wherein the communication server sends the

command to the ~~command~~ channel driver.

76. **(Currently Amended)** The apparatus of claim 67 wherein ~~each communication channel of the plurality of communication channels is associated with an associated channel driver; and~~ the sending means ~~comprise command sending means for sending~~ the command to the ~~associated~~ channel driver for the incoming communication channel, ~~wherein the associated channel driver performs the issuing of the command to the incoming communication channel, if~~ the incoming communication channel and the outgoing communication channel ~~being~~ are the same.

77. **(Previously Presented)** The apparatus of claim 67 wherein the activation of the work item object is associated with selecting one communication channel of the plurality of communication channels for working on the work item.

78. **(Previously Presented)** The apparatus of claim 67 wherein the activation of the work item object is associated with selecting from a list of a plurality of work items.

79. **(Previously Presented)** The apparatus of claim 67 wherein the activation of the work item object is associated with one of a suspend work item command and a retrieve work item command.

80. **(Previously Presented)** The apparatus of claim 67 wherein the activation of the work item object is associated with an initiate work item command.

81. **(Previously Presented)** The apparatus of claim 67 wherein the activation of the work item object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

82. **(Previously Presented)** The apparatus of claim 67 wherein the user interface comprises a plurality of user interfaces, wherein

each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
agent determining means for determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

83. **(Previously Presented)** The apparatus of claim 67 wherein the issuing means comprise command determining means for determining the command to be issued from a context of the work item object when the work item object is activated.

84. **(Currently Amended)** An apparatus comprising:
obtaining means for obtaining an event communicated via an incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type, and
at least two of the communication channels have different media types;
notifying means for providing a notification of the event via the user interface;
receiving means for receiving an activation of a command object of the user interface, the command object being associated with a command related to the event[**;** **and**], wherein the receiving the activation causes a channel driver comprising the command to be identified, and
the channel driver issues ~~issuing means for issuing~~ the command to an outgoing communication channel of the communication channels.

85. **(Currently Amended)** A computer program product comprising:
obtaining instructions to obtain an event communicated via an incoming communication channel of a plurality of communication channels, wherein
each communication channel of the communication channels has a media type,
at least two communication channels of the communication channels have different media types, and
the event corresponds to a work item available via the incoming communication channel;
notifying instructions to provide a notification of the work item via a user interface;

receiving instructions to receive an activation of a work item object of the user interface, the work item object being associated with the work item[[;]], wherein the activation of the work item object causes a channel driver comprising a command associated with the activation to be identified, and the channel driver issues the ~~issuing instructions to issue a~~ command associated with the activation of the work item object to an outgoing communication channel of the communication channels; and a computer-readable medium that stores the obtaining instructions, the notifying instructions, and the receiving instructions, ~~and the issuing instructions.~~

86. **(Previously Presented)** The computer program product of claim 85 wherein the obtaining instructions are capable of obtaining the event when the incoming communication channel and the outgoing communication channel are the same.

87. **(Currently Amended)** The computer program product of claim 85 **further comprising:** ~~performing instructions to perform the command~~, wherein the command is performed by the outgoing communication channel.

88. **(Previously Presented)** The computer program product of claim 85 wherein the notifying instructions comprise real-time notifying instructions to provide the notification in real time with the obtaining the event.

89. **(Previously Presented)** The computer program product of claim 85 wherein the notifying instructions comprise invoking instructions to invoke a notification module of the user interface.

90. **(Previously Presented)** The computer program product of claim 85 wherein the activation of the work item object is associated with an accept work item command.

91. **(Previously Presented)** The computer program product of claim 85 wherein the activation of the work item object is associated with a release work item command.

92. (Currently Amended) The computer program product of claim 85 further comprising: wherein
~~each communication channel of the communication channels is associated with a channel driver of a plurality of channel drivers, wherein each channel driver of the channel drivers is operable to issue an associated command to an associated communication channel; and~~
~~the issuing instructions comprise:~~
~~driver determining instructions for determining a command channel driver with the associated command corresponding to the command; and~~
~~sending instructions for sending the command to the command channel driver, wherein the command channel driver is operable to issue the command to the associated communication channel, the associated communication channel corresponding to the outgoing communication channel.~~

93. (Currently Amended) The computer program product of claim 85 ~~wherein~~
the sending instructions further comprise command obtaining instructions for the command from the user interface by a communication server, wherein the communication server sends the command to the ~~command~~ channel driver.

94. (Currently Amended) The computer program product of claim 85 further comprising: wherein
~~each communication channel of the plurality of communication channels is associated with an associated channel driver; and~~
~~the issuing instructions comprise command~~ sending instructions for sending the command to the ~~associated~~ channel driver for the incoming communication channel, ~~wherein the associated channel driver performs the issuing of the command to the incoming communication channel, if~~ the incoming communication channel and the outgoing communication channel **being are** the same.

95. (Previously Presented) The method of claim 13 wherein
the activation of the command object is associated with selecting one communication channel of the plurality of communication channels for working on a work item.

96. **(Previously Presented)** The method of claim 13 wherein the activation of the command object is associated with selecting from a list of a plurality of work items.

97. **(Previously Presented)** The method of claim 13 wherein the activation of the command object is associated with one of a suspend work item command and a retrieve work item command.

98. **(Previously Presented)** The method of claim 13 wherein the activation of the command object is associated with an initiate work item command.

99. **(Previously Presented)** The method of claim 13 wherein the activation of the command object is associated with one of a blind transfer of work item command, a consultative transfer of work item command, and a conference command.

100. **(Previously Presented)** The method of claim 13 wherein the user interface comprises a plurality of user interfaces, wherein each user interface of the user interfaces is associated with an agent of a plurality of agents;
and further comprising:
determining one agent of the agents to be notified of the event, wherein the providing the notification comprises providing the notification to the one agent via the user interface associated with the one agent.

101. **(Currently Amended)** The method of claim 13 ~~wherein~~ **further comprising:**
~~the issuing the command comprises~~ determining the command to be issued from a context of the command object when the command object is activated.